



# Update on NHS Friends and Family Test

March 2016

## FFT Overview- General Practice (Dec 2015)

### Key messages

- **Results** - across board at national, regional and local level, 9 in 10 patients would recommend their GP practice to a friend or family member
- Around 1 in 25 patients would not recommend their practice but regionally and in Essex
- **Data quality** - In November **59** practices did not submit.
- **On average, Essex practices** has similar mean numbers of responses per practice in comparison to regional and national mean.

# FFT Overview- Dental Practice (Dec 2015)

## Key messages

- **Results** - across board at national, regional and local level, 9 in 10 patients would recommend their GP practice to a friend or family member
- Around 1 in 20 patients would not recommend their practice regionally (in **Essex** around 1 in 100 patients would not recommend their practice.
- **Data quality** - In November 45 practices did not submit.
- **On average, Essex practices** has a slightly higher mean numbers of responses per practice in comparison to regional and national mean.

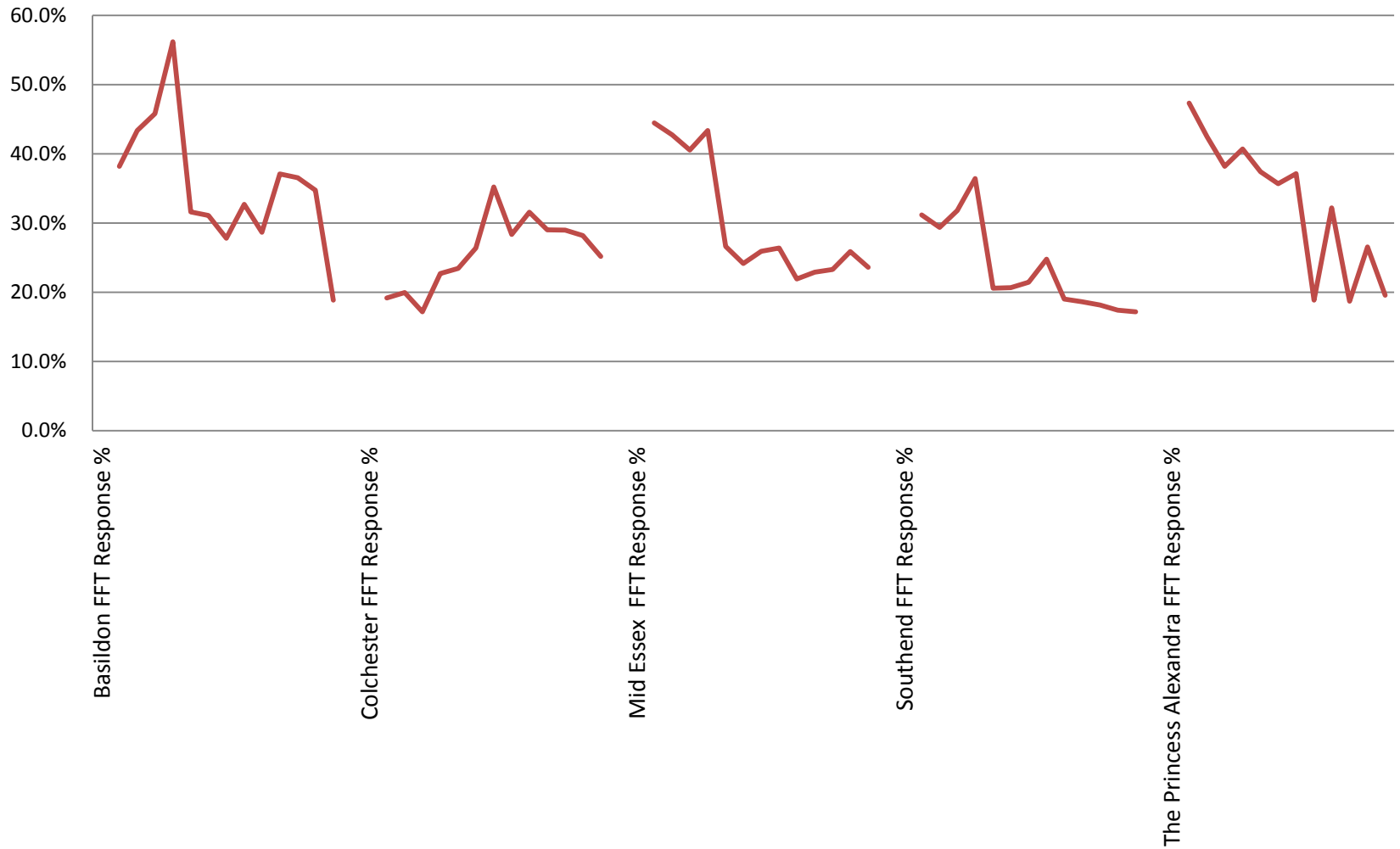
## Key messages

- **Results** - Patients who have responded to the FFT have been overwhelmingly positive with an average % recommended at 97% (community trusts) and 82% for mental health trusts.
- Only one in hundred patients would not recommend their Community Health service while one in 25 people will not recommend their Mental Health service in the East.
- At local level, recommendation scores drop slightly for some categories of services in some trusts but, in these cases, the total numbers of patients giving a view are relatively low so results should be treated with care
- **Data quality** - Of the patient populations eligible to respond to the FFT, nationally 3%(CH) and 2%(MH) responded in November. In the East, around 3%(CH) and 1%(MH) responded.

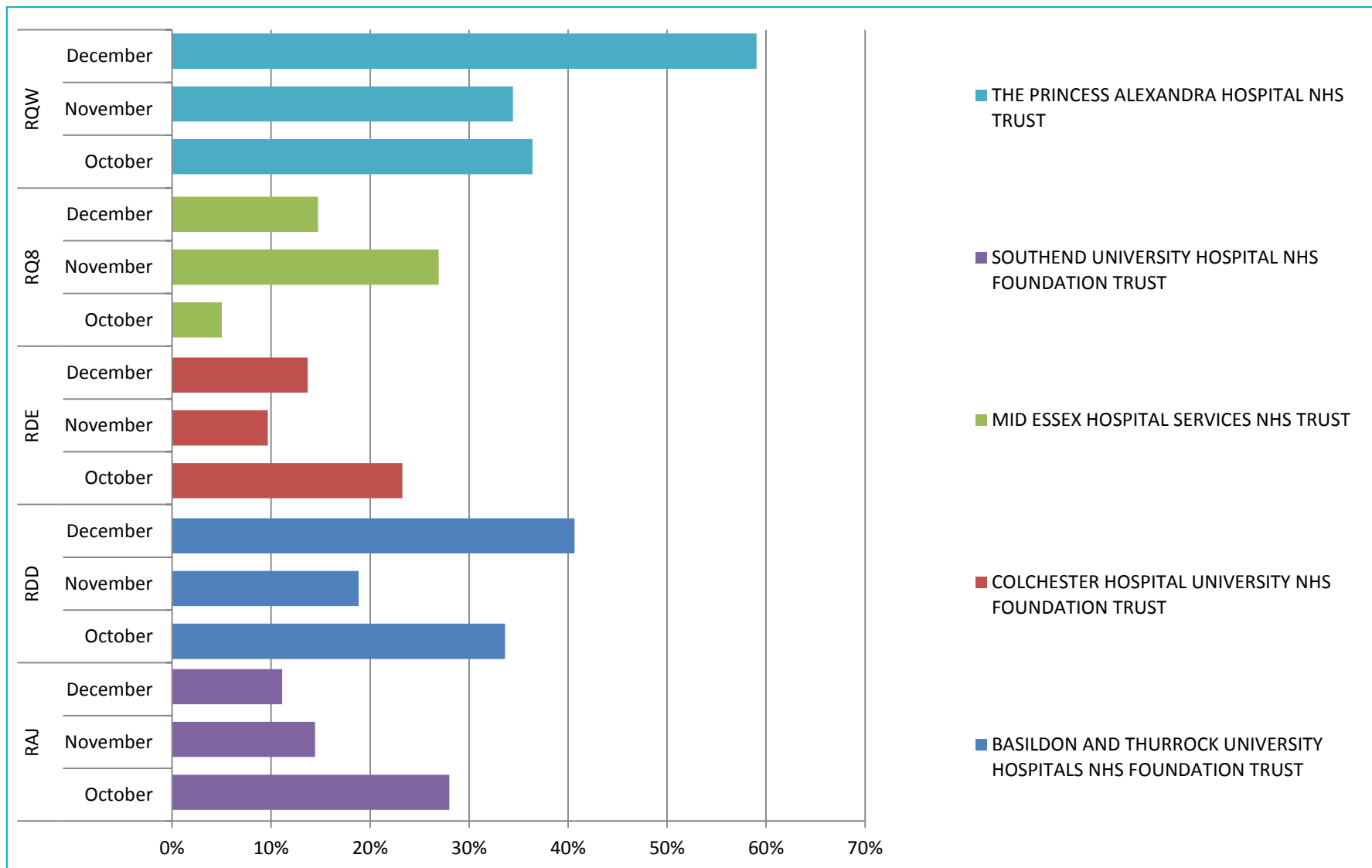


# FFT Overview- Acute

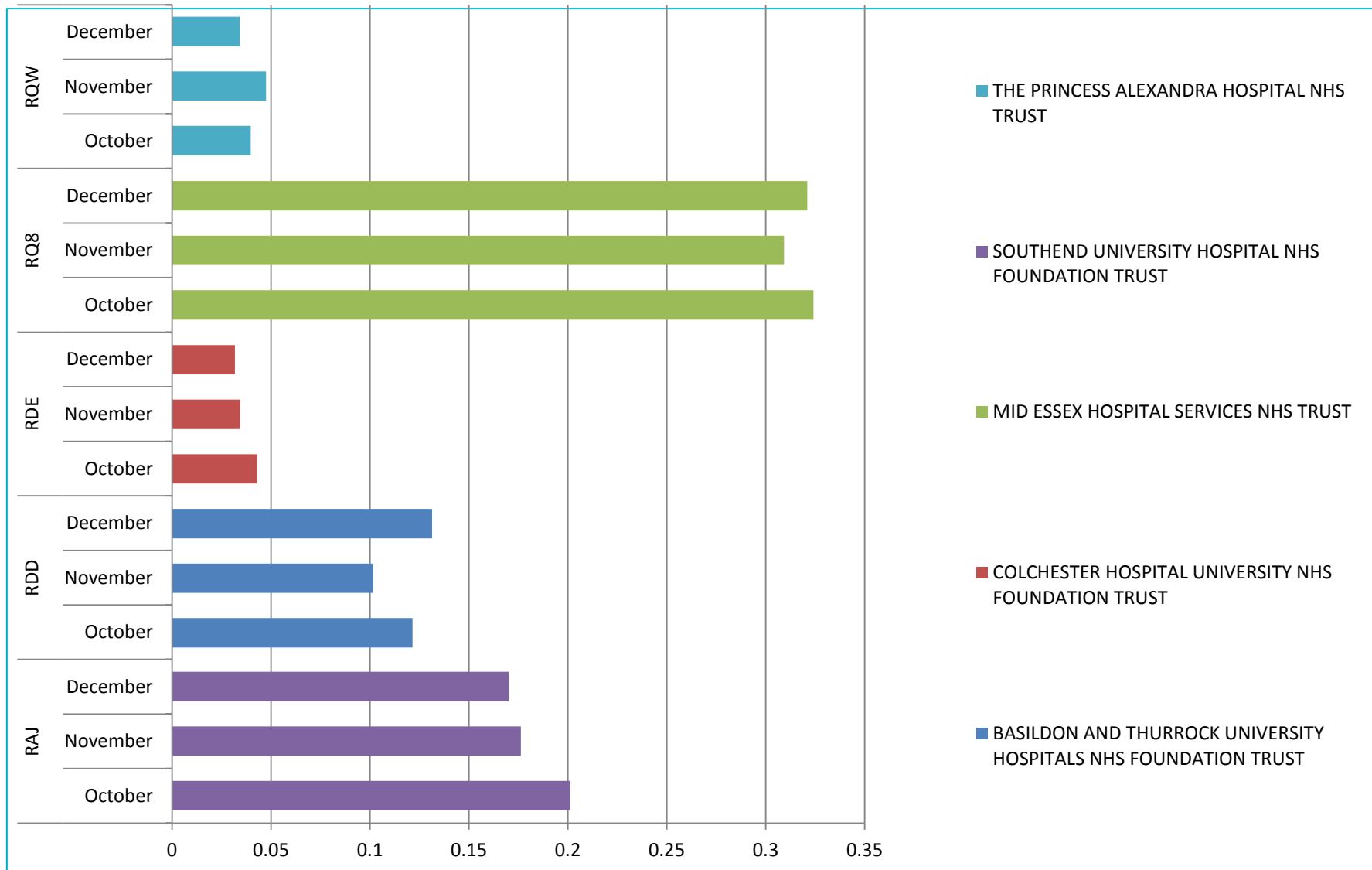
Inpatient FFT Response Rate - Dec 14 -Dec-15



# Oct-Dec 2015 - Maternity Question 2 - Birth FFT Response Rate



# Oct–Dec 2015 Outpatients FFT





## Key Notes

- **Delivery; FFT Balloons and Sashes** – (29<sup>th</sup> Feb - 4<sup>th</sup> March)
- **Delivery; We're listening to your feedback posters** – (29<sup>th</sup> Feb - 4<sup>th</sup> March)
- **Delivery; Posters in local Libraries** –(29<sup>th</sup> Feb - 4<sup>th</sup> March)
- **Patient experience conference** – (1<sup>st</sup> March, Newmarket)
- **Film – Patient experience conference** – (1<sup>st</sup> March, Newmarket)
- **Dave Monk drive time radio talk show** – (16<sup>th</sup> March)
- **Spotlight week** – (14<sup>th</sup>-18<sup>th</sup> March)
- **FFT awards conference** – (17<sup>th</sup> March- Leeds)
- **Tool kit - templates for press releases, websites and social media** (release date to be confirmed)



**How did we do today?**

FFT – Supporting you to deliver an extraordinary patient experience